

WHAT IS CLAIMED IS:

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A1
- 1 1. A method for coordinating efforts of a plurality of system
2 operators, said method comprising:
3 capturing one or more first actions taken by a first
4 operator in an action diary; and
5 receiving the first actions by a second operator using the
6 action diary.
- 7 2. The method as described in claim 1 further comprising:
8 combining one or more second actions taken by the second
9 operator with the first actions; and
10 storing the combined actions in the action diary.
- 11 3. The method as described in claim 2 further comprising:
12 editing the stored actions, the editing resulting in a best
13 current practice; and
14 storing the best current practice.
- 15 4. The method as described in claim 1 further comprising:
16 invoking a chat window on a first computer operated by the
17 first operator and on a second computer operated by
18 the second operator, wherein the chat window includes
19 displaying interactive information between the first
20 and second operators.
- 21 5. The method as described in claim 4 wherein the invoking
22 automatically occurs when the first and second operators
23 access the action diary.
- 24 6. The method as described in claim 1 further comprising:

2 capturing one or more comments from at least one of the
3 operators; and
4 storing the captured comments in the action diary.

1 7. The method as described in claim 1 further comprising:
2 receiving data regarding a system event; and
3 searching a data store for the action diary, wherein the
4 action diary corresponds to the received system event.

5 8. An information handling system for coordinating operator
6 efforts, said information handling system comprising:
7 one or more processing units;
8 a memory operatively coupled to the one or more processing
9 units; and
10 a tool for coordinating operator efforts, the operator
11 efforts coordination tool including:
means for capturing one or more first actions taken by
a first operator in an action diary; and
means for receiving the first actions by a second
operator using the action diary.

1 9. The information handling system as described in claim 8
2 further comprising:
3 means for combining one or more second actions taken by the
4 second operator with the first actions; and
5 means for storing the combined actions in the action diary.

1 10. The information handling system as described in claim 9
2 further comprising:
3 means for editing the stored actions, the editing resulting
4 in a best current practice; and

- 5 means for storing the best current practice.
- 1 11. The information handling system as described in claim 8
2 further comprising:
3 means for invoking a chat window on a first computer
4 operated by the first operator and on a second
5 computer operated by the second operator, wherein the
6 chat window includes means for displaying interactive
information between the first and second operators.
- 1 12. The information handling system as described in claim 11
2 wherein the means for invoking automatically occurs when
3 the first and second operators access the action diary.
- 1 13. The information handling system as described in claim 8
2 further comprising:
3 means for capturing one or more comments from at least one
4 of the operators; and
5 means for storing the captured comments in the action
6 diary.
- 1 14. The information handling system as described in claim 8
2 further comprising:
3 means for receiving data regarding a system event; and
4 means for searching a data store for the action diary,
5 wherein the action diary corresponds to the received
6 system event.
- 1 15. A computer program product for coordinating efforts of a
2 plurality of system operators, said computer program
3 product comprising:

4 means for capturing one or more first actions taken by a
5 first operator in an action diary; and
6 means for receiving the first actions by a second operator
7 using the action diary.

1 16. The computer program product as described in claim 15
2 further comprising:

3 means for combining one or more second actions taken by the
4 second operator with the first actions; and
5 means for storing the combined actions in the action diary.

1 17. The computer program product as described in claim 16
2 further comprising:

3 means for editing the stored actions, the editing resulting
4 in a best current practice; and
5 means for storing the best current practice.

1 18. The computer program product as described in claim 15
2 further comprising:

3 means for invoking a chat window on a first computer
4 operated by the first operator and on a second
5 computer operated by the second operator, wherein the
6 chat window includes means for displaying interactive
7 information between the first and second operators.

1 19. The computer program product as described in claim 15
2 further comprising:

3 means for capturing one or more comments from at least one
4 of the operators; and
5 means for storing the captured comments in the action
6 diary.

1 20. The computer program product as described in claim 15
2 further comprising:
3 means for receiving data regarding a system event; and
4 means for searching a data store for the action diary,
5 wherein the action diary corresponds to the received
6 system event.

ADD A2

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